Training Package	Metal and Engineering (MEM05)			HSC Requirements and Advice
Title	**Apply quality procedures**			
Unit code	Competency field	Band	Unit weight	HSC Indicative Hours
MEM15024A	Quality	A	There is no unit weighting for this unit.	**5**

Unit descriptor	This unit covers applying established quality procedures to an employee's own work within a manufacturing, engineering or related environment.
Prerequisites	Nil
Application of the competency	This unit covers essential skill and knowledge that underpins all units within the Metal and Engineering Training Package. This competency is applied to an individual's own work. It includes concepts of meeting customer needs to achieve outcomes that are 'fit for purpose'. This includes following quality procedures to conform to specifications and requirements.
Related units	–

Evidence Guide

The evidence guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the unit descriptor, performance criteria, range statement and the assessment guidelines for the Metal and Engineering Training Package.

Overview of assessment requirements	Context of assessment	Interdependent assessment	Method of assessment
A person who demonstrates competency in this unit must be able to apply quality procedures.	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.	This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with applying quality procedures or other units requiring the exercise of the skills and knowledge covered by this unit.	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

Evidence Guide cont/d			HSC Requirements and Advice
Consistency of performance	**Required skills**	**Required knowledge**	**Key Terms and Concepts**
Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.	Look for evidence that confirms skills in: • identifying and communicating instances of non-compliance to work specifications • following quality procedures including work instructions • conforming to product and process specifications • checking and clarifying task-related information.	Look for evidence that confirms knowledge of: • concepts of quality and the benefits of using specifications and standard operating procedures • quality procedures applying to own work • standard operating procedures • safe work practices and procedures.	• applying quality system procedures • benefits of good customer/supplier relationships • benefits of good quality • conformance to specifications • customer • customer requirements • 'fit for purpose' • importance of training • process and product specifications • product • quality • quality procedures • quality system procedures • responsibility for quality of own work • role of the individual employee • safe work practices and procedures • service • standard operating procedures (SOP) • work instructions and procedures.

Elements	Performance criteria	Range Statement	HSC Requirements and Advice

1 Take responsibility for own *quality*	1.1 Concept of supplying product or service to meet the customer requirements (internal and external) is understood and applied.	The range statement provides information about the context in which the unit of competency is carried out. The variables [in bold] and scope [dot points] cater for different work requirements, work practices and knowledge between States, Territories and the Commonwealth, and between organisations and workplaces. The range statement relates to the unit as a whole and provides a focus for assessment. Text in italics in the performance criteria is explained here.
		
		The following variables may be present and *may include*, but are not limited to, the examples listed under the scope. All work is undertaken to relevant legislative requirements, where applicable.
		
		Quality
		• consistently meeting customer requirements.
			Learning experiences for the HSC must address:
			
			A definition of:
			• product
			• service
			• customer:
			  - internal
			  - external
			• specification/s
			• quality
			• quality system procedure
			• standard operating procedure
			• 'fit for purpose'.
			
			An awareness of the benefits of good customer/ supplier relationships.
			
			Knowledge of the reasons for using:
			• specification/s
			• standard operating procedures (SOP).
			
			Acknowledgement of the importance of training of workers to achieving quality work outcomes.
			
			An awareness of safe work practices and procedures including:
			• occupational health and safety induction (OHS) training (general, work activity and site-specific)
			• selection, use and maintenance of personal protective equipment (PPE)
			• selection of appropriate tools for the task
			• correct use, maintenance and storage of tools, equipment and machinery
			• correct handling, application, transport and storage of hazardous and non-hazardous materials
			• safe posture (sitting, standing, bending and lifting)
			• correct manual handling (lifting and transferring)
			• hazard identification and risk control
			• procedures to follow in the event of an emergency
			• basic first aid training and access to first aid kits
			• correct use of fire fighting equipment:
			  - fire blanket

Elements	Performance criteria	Range Statement	HSC Requirements and Advice
			- fire extinguishers - fire hydrant and hose • effective communication and teamwork • adherence to work instructions, workplace policies and standard operating procedures • housekeeping/clean-up procedures with due consideration to OHS and the environment. A range of sources for work instructions and procedures including: • work schedules • job card/sheet/plans/specifications • standard operating procedures (SOP) • standard operation sheets • Material Safety Data Sheets (MSDS) • diagrams/sketches • regulations/legislation • manufacturer/workplace guidelines, policies and procedures • Australian Standards.
	1.2 Responsibility is taken for quality of own work.		**Learning experiences for the HSC must address:** Acknowledgement of the importance of workers: • checking/clarifying task-related information and work instructions including customer requirements • taking responsibility for the quality of their own work • following workplace SOP • producing work outcomes to specification/s • using safe work practices.
2 Apply standard procedures of workplace quality to own job	2.1 Quality system procedures are followed.		**Learning experiences for the HSC must address:** An understanding of quality system procedures as they apply to the individual's own job/task/duties.
	2.2 Conformance to specifications is ensured.		**Learning experiences for the HSC must address:** Knowledge of process and product specifications to which the work outcome is to comply for a range of tasks/duties within a manufacturing, engineering and
			related services industries workplace.

Elements	Performance criteria	Range Statement	HSC Requirements and Advice
			An awareness of the reasons for ensuring work conforms to specifications (or benefits of good quality) including: • quality products/services • reduced costs • customer confidence, satisfaction and loyalty • good reputation • job satisfaction • solving problems • increased competitiveness • keeping up with technology. SOP for non-compliance of work outcome to specifications.